

**CALIFORNIA DEPARTMENT OF TRANSPORTATION  
DUTY STATEMENT**

<b>CLASSIFICATION TITLE</b> Office Services Supervisor II	<b>DISTRICT/DIVISION/OFFICE</b> DHR/Clerical Support Unit	
<b>WORKING TITLE</b> Clerical Supervisor	<b>POSITION NUMBER</b> 702-008-1150	<b>EFFECTIVE DATE</b> April 1, 2015

**As a valued member of the Caltrans team, you make it possible for the Department to provide a safe, sustainable, integrated and efficient transportation system to enhance California's economy and livability.**

**GENERAL STATEMENT:** Under the leadership of the Branch Chief, Division of Human Resources (DHR), Clerical Support and Staff Central, a Staff Service Manager (SSM) I, the Office Services Supervisor II (OSS II) directly supervises Office Technicians and Office Assistants who perform record retention, purchasing and distribution of supplies, filing, and general clerical work for DHR. The OSS II will demonstrate a positive attitude and a commitment to provide quality service that is accurate, timely, and exceeds our customers' expectations.

**TYPICAL DUTIES:**

Percentage/Essential (E)<sup>1</sup>/Marginal (M)<sup>2</sup>

- 50 % (E)      The OSS II will supervise the clerical support staff within DHR that provide a wide variety of general office duties, such as filing, sorting, distributing mail and purchasing supplies. The OSS II will monitor the workload and functions of the support staff; provide training; monitor performance; prepare evaluations of staff; initiate corrective and/or disciplinary actions. The OSS II will also receive, screen, direct incoming phone calls, and respond to a wide variety of inquiries.
- 40 % (E)      Receives requests to review official personnel files and assigns staff to retrieve files and scheduled review. Monitors computerized records tracking system for all Department employees ensuring the security and integrity of the files. Ensures staff maintains all official files according to the Department's retention schedule. The OSS II is also responsible for coordinating the repair and/or maintenance of copiers, printers, scanners, and fax machines. The OSS II is responsible for coordinating the destruction of confidential documents.
- 10% (E)      Responds to workers' compensation and subpoenaed records requests, and prepares subpoenaed employee files. Maintains working relationship with outside vendors, act as a liaison between clerical staff and DHR managers.

**SUPERVISION EXERCISED OVER OTHERS**

Supervises a clerical pool of approximately 7-10 staff, comprised of Office Technicians and Office Assistants. This includes training, assigning, and monitoring clerical workload.

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<sup>1</sup> ESSENTIAL FUNCTIONS are the core duties of the position that cannot be reassigned.

<sup>2</sup> MARGINAL FUNCTIONS are the minor tasks of the position that can be assigned to others

### **SUPERVISION RECEIVED**

The incumbent will be directly supervised by the Branch Chief, Clerical Support and Staff Central (SSM I). The incumbent also acts independently in cooperation with management and staff within the Division of Human Resources. The incumbent is expected to perform duties with a high degree of independence and minimum supervision.

### **KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS**

Must have knowledge of modern office methods, supplies, and equipment; business English and correspondence; and principles and techniques of effective supervision and training. Must possess the ability to utilize Microsoft Office (Word and Excel) and Microsoft Outlook.

Performs the most difficult clerical work, including ability to spell correctly, use correct grammar and punctuation and perform arithmetical computations; follow oral and written directions; evaluate situations accurately and take effective action; read and write English at a level required for successful job performance; create clear and comprehensive reports and keep records; meet and deal tactfully with the public; apply specific laws, rules, and office policies and procedures; prepare correspondence independently utilizing a wide knowledge of vocabulary; communicate effectively; and plan, organize, and monitor the work of others.

Develops new insights into situations and applies innovative solutions to make organizational improvements.

### **CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS**

The incumbent is responsible for effectively planning, coordinating, and executing office policy and procedures as they relate to the Division of Human Resources. Poor judgment in monitoring, evaluating and reporting information could affect staff's ability to effectively provide quality services to internal and external customers.

Responsible for complying with the Information Practices Act (IPA), Civil Code section 1798, et seq., by protecting departmental employees' confidential information, including, but not limited to, social security numbers, medical or employment history, education, financial transactions, or similar information.

Failure to protect departmental employee's confidential information may damage DHR's reputation as a confidential organization and result in employee grievances or lawsuits. Intentional violation of this Act may result in disciplinary action, up to and including termination of employment.

### **PUBLIC AND INTERNAL CONTACTS**

Maintains good relationships with staff, management, Department employees, other State agency employees, and the public. Incumbent must maintain a professional manner in dealing with staff or the public. Incumbent must work with others in a cooperative manner.

### **PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS**

Employee may be required to sit for long periods of time using a keyboard and video display terminal. Employee may be required to lift boxes of office paper, which can weigh up to 40 pounds. Employee must maintain cooperative working relationships with staff as well as other departmental employees, must

respond appropriately to difficult situations, must recognize emotionally charged issues or problems, and must facilitate effective solutions. Employee must adjust rapidly to new situations warranting attention and resolution. Regular attendance is required in order to perform duties successfully.

### **WORK ENVIRONMENT**

The incumbent will work in a climate-controlled office under artificial lighting. The work site may have limited viewing access to the outdoors and the incumbent may be assigned cubicle space as a base of operation.

I have read, and understand the duties listed above and can perform them either with or without reasonable accommodation. (If you believe you may require reasonable accommodation, please discuss this with your hiring supervisor. If you are unsure whether you require reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Reasonable Accommodation Coordinator).

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Employee Name (please print)

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Employee signature

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Date

I have discussed the duties with and provided a copy of this duty statement to the employee named above.

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Supervisor Name (please print)

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Supervisor signature

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Date